



## Ways to Schedule Inspections in ePermitting

1. ACA (Accela Customer Access) – ePermitting website
2. Phone apps – Android and iPhone
3. IVR (Interactive Voice Response) – phone menu system
4. SelectTXT – scheduling via text

Below are the basic instructions to schedule a standard inspection using each scheduling method. Note, while there may be other options provided or indicated, the below are the most common steps for scheduling.

### ACA (Accela Customer Access):

1. Browse to [BuildingPermits.Oregon.gov](http://BuildingPermits.Oregon.gov) – hover over the Schedule block at the top of the page. Select the type of inspection you wish to schedule.
2. In the General Search section, enter the Permit/Application # for your permit or enter the Street #/Street Name, select Search. Note, the Start Date in the General Search is only set for one year, if the permit you are looking for is older than one year – you will need to edit the Start Date accordingly.
3. Select the Record Info/Schedule Inspections dropdown, select Inspections. You can then select to Schedule or Request an Inspection, but note there may be some required inspections already pended to your permit under the Upcoming section – if one of these pended ‘TBD’ inspections is what you are looking to schedule, select the Actions dropdown and select Schedule.
4. To schedule an inspection that is not already pended in the Upcoming section, select Schedule or Request an Inspection. A list of available inspections types associated to your permit type will be displayed, page through to find the desired inspection – make your selection, select Continue.
5. Available days for the inspection type you selected are indicated in blue on the displayed calendar. Select a date for inspection, select ‘All Day’ and Continue.
6. You are able to Change Contact if the contact listed is not applicable for this inspection, select Continue.
7. You are able to Include Additional Notes, if applicable, to your inspection request, ie. AM requested prior to pour, gate code # is 123, etc. Note this is where an AM or PM time request is made to the inspecting agency – please note that this is only a request, there is no guarantee the agency can accommodate your request. Select Finish to complete your scheduling request.

### Phone Apps:

1. Open the ORInspect App, enter Permit Number located on your permit document (or search for your permit by address)
2. Select SCHEDULE AN INSPECTION to proceed with scheduling on the selected permit

3. You can select one or more inspection codes and schedule inspections for all of them at once on the selected permit, if desired – or select a single inspection to schedule – then select NEXT
4. Select the date you wish to schedule – if you selected multiple inspection codes on this one permit, they will all be scheduled for this date
5. Enter the Contact Name and Phone Number you want associated with the inspection, and enter any Comments you wish to attach to your request – select SUBMIT
6. A message will pop up indicating that your inspection(s) has been successfully scheduled

#### IVR (Interactive Voice Response):

1. Call 888-299-2821
2. Enter your 12-digit IVR Tracking Number located on your permit document
3. Press 1 to schedule (*Note: do not hang up until you get your confirmation # or your inspection will not be scheduled!*)
4. Enter the 4-digit inspection code for the inspection type you wish to schedule
5. Select the day/date you would like to schedule for as presented
6. Press 1 to enter a message for the Inspector regarding your inspection, or 2 to skip this option
7. Enter your 10-digit phone number for reference, press 1 to confirm what you entered is correct
8. To be automatically notified of your result, press 5 – to skip this option and get your confirmation number, press 1

#### SelectTXT :

1. To initiate, text SCHEDULE to 888-299-2821
2. Enter your 12-digit tracking number located on your permit document
3. Enter the 4-digit inspection code for the inspection you wish to schedule (if you don't know the inspection code, text LIST and a list of applicable inspections for your permit will be provided – then proceed entering the inspection code you wish to schedule)
4. Text NEXT for next available day or enter the day of the week (enter in the mm/dd format, i.e. 12/11 for December 11<sup>th</sup> or 01/08 for January 8<sup>th</sup>) you would like to schedule for
5. You will receive a text summarizing your scheduling request – text YES to finalize the inspection, ADD to add a comment to the inspector prior to finalizing, or BACK to edit of the inspection details
6. Upon entering YES, you can then either enter another 4-digit inspection code to schedule more inspections for the same tracking number, SCHEDULE to schedule for a different tracking number, or END to end the current scheduling session – text END which ends your scheduling session
7. You can schedule in “power mode” as well if desired – you would enter all the prompts in one single text message as follows:  
SCHEDULE 673004341447 2000 NEXT YES [SCHEDULE (to initiate a session), IVR tracking

number, inspection code, NEXT (for next available day), YES (to finalize the inspection)  
You will then receive a return text confirming your inspection has been scheduled